

RATIONAL DRUG THERAPY PROGRAM

WVBMS Drug Utilization Board

September 23, 2020

Presented by Angela Wowczuk

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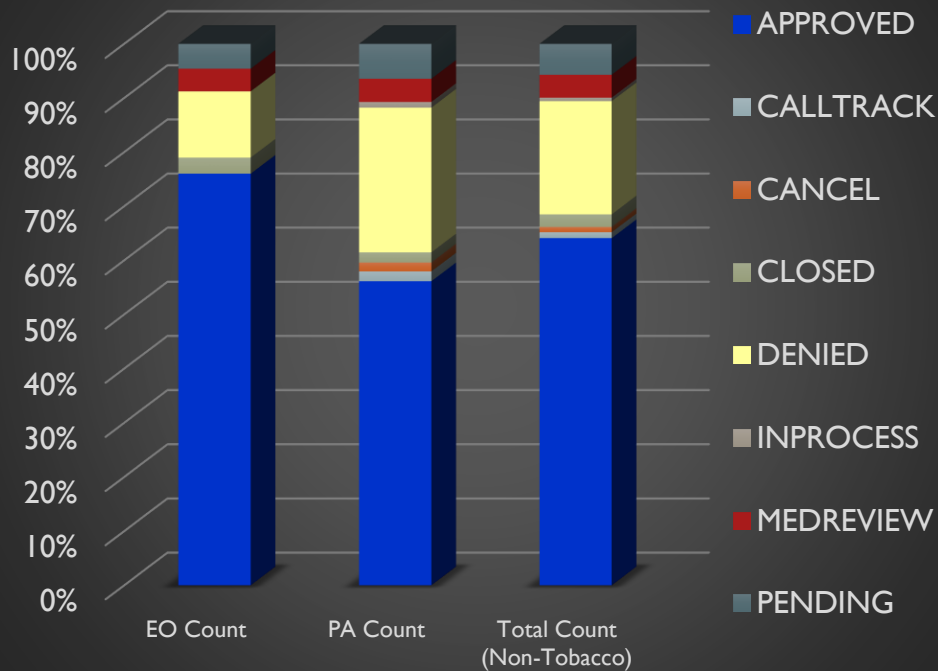
RDTP UPDATES

- ❖ Staffing changes
- ❖ COVID-19 updates
- ❖ Transition to new fax system

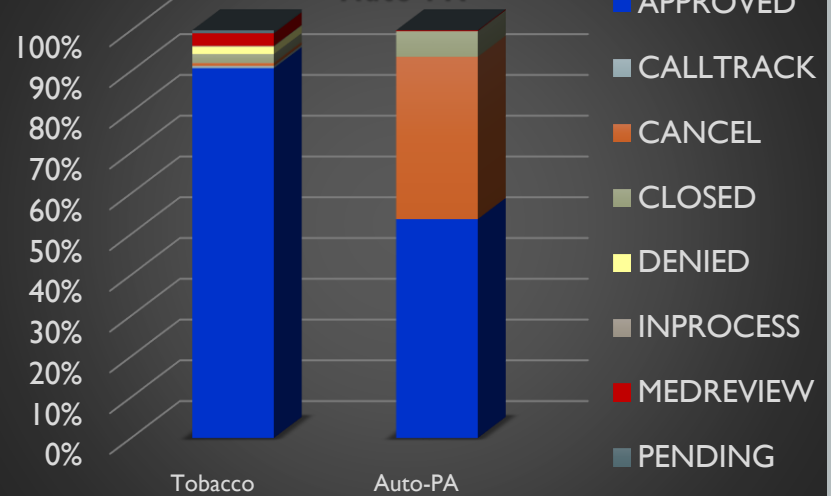
MAY 2020 PROGRAM SUMMARY

Status	EO Count	% of EO Total	PA Count	% of PA Total	Total Count	% of Total
APPROVED	3,590	76.01%	3,966	56.14%	7,556	64.10%
DENIED	577	12.22%	1,889	26.74%	2,466	20.92%
PENDING	217	4.59%	456	6.45%	673	5.71%
Total Program Reviews <small>(including Calltrack, Cancel, Closed, Inprocess, and Medreview status)</small>	4,723	38.28% Of EO/PA total	7,065	57.26% Of EO/PA total	11,788	95.54%
# Member ID# s	3,803	1.24	5,834	1.21	9,637	1.22

Percentages for Non-Tobacco by Status and Type



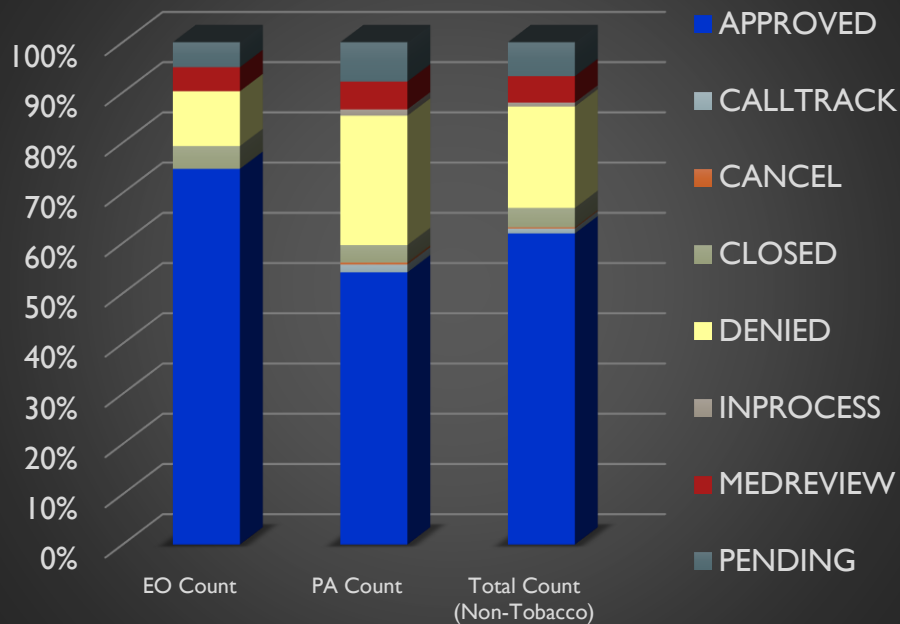
Percentages by Status for Tobacco and Auto-PA



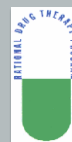
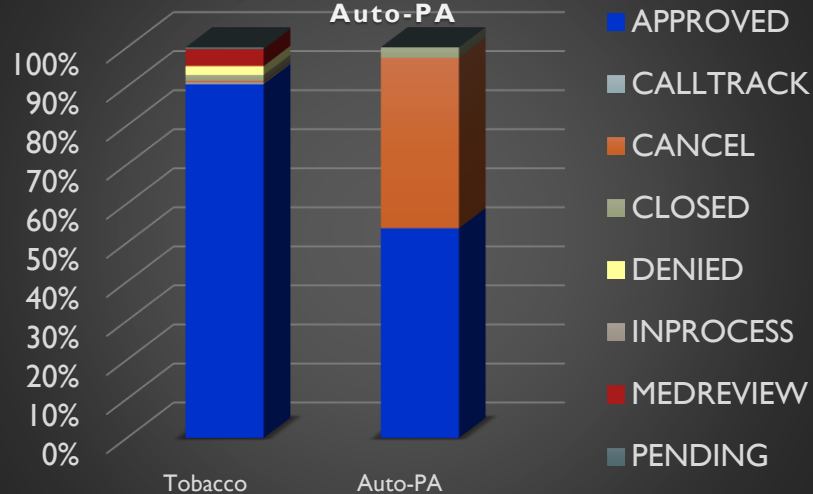
JUNE 2020 PROGRAM SUMMARY

Status	EO Count	% of EO Total	PA Count	% of PA Total	Total Count	% of Total
APPROVED	3,916	74.80%	4,708	54.20%	8,624	61.95%
DENIED	571	10.91%	2,238	25.76%	2,809	20.18%
PENDING	260	4.97%	680	7.83%	940	6.75%
Total Program Reviews (including Calltrack, Cancel, Closed, Inprocess, and Medreview status)	5,235	35.88% Of EO/PA total	8,687	59.54% Of EO/PA total	13,922	95.42%
# Member ID# s	4,236	1.24	7,025	1.24	11,261	1.24

Percentages for Non-Tobacco by Status and Type



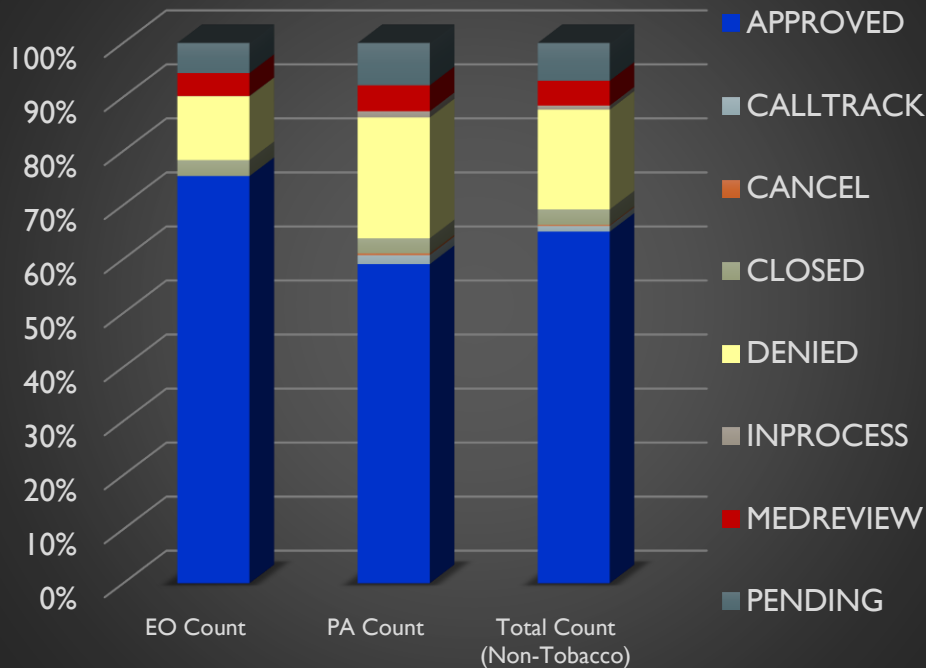
Percentages by Status for Tobacco and Auto-PA



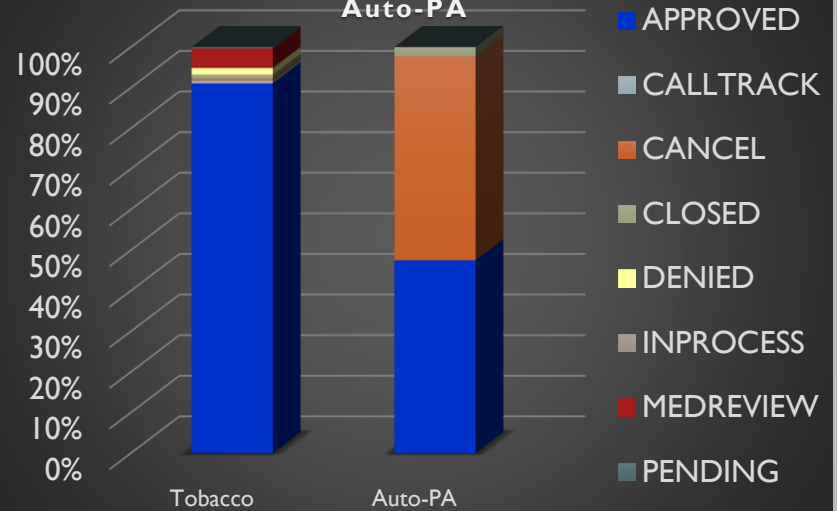
JULY 2020 PROGRAM SUMMARY

Status,	EO Count	% of EO Total	PA Count	% of PA Total	Total Count	% of Total
APPROVED	4,198	75.37%	5,632	59.07%	9,830	65.08%
DENIED	657	11.80%	2,131	22.35%	2,788	18.46%
PENDING	310	5.57%	747	7.84%	1,057	7.00%
Total Program Reviews (including Calltrack, Cancel, Closed, Inprocess, and Medreview status)	5,570	35.48% Of EO/PA total	9,534	60.74% Of EO/PA total	15,104	96.22%
# Member ID# s	4,473	1.25	7,749	1.23	12,222	1.24

Percentages for Non-Tobacco by Status and Type



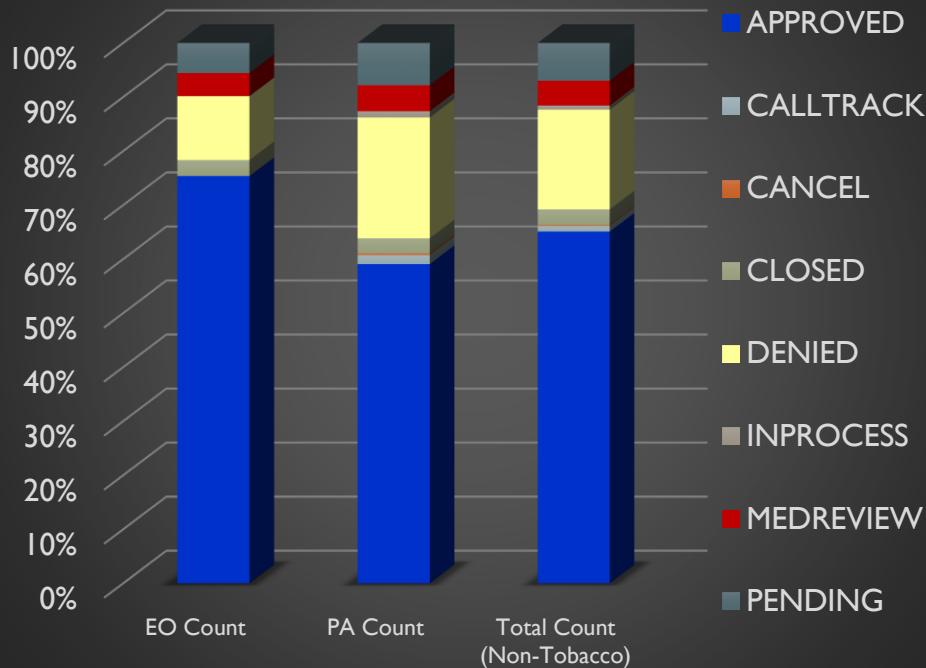
Percentages by Status for Tobacco and Auto-PA



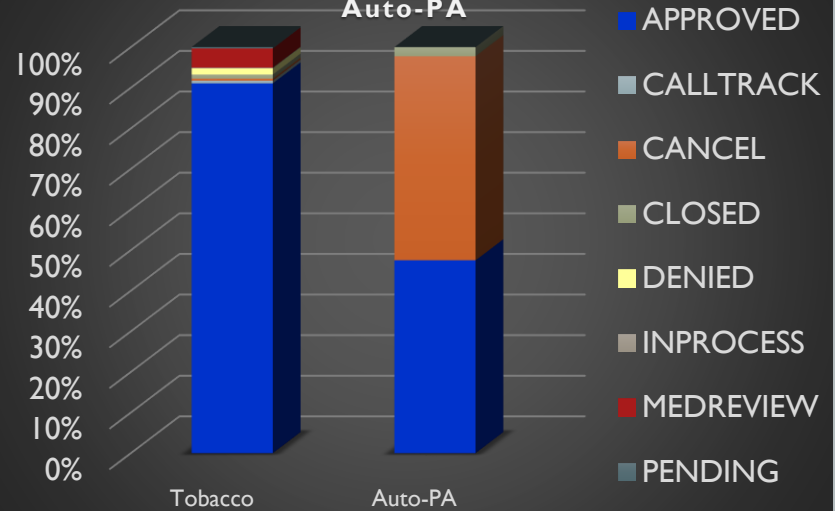
AUGUST 2020 PROGRAM SUMMARY

Status,	EO Count	% of EO Total	PA Count	% of PA Total	Total Count	% of Total
APPROVED	4,012	76.13%	5,127	60.25%	9,139	66.33%
DENIED	583	11.06%	1,910	22.45%	2,493	18.09%
PENDING	277	5.26%	577	6.78%	854	6.20%
Total Program Reviews <small>(including Calltrack, Cancel, Closed, Inprocess, and Medreview status)</small>	5,270	36.66% Of EO/PA total	8,509	59.18% Of EO/PA total	13,779	95.84%
# Member ID# s	4,290	1.23	7,093	1.20	11,383	1.21

Percentages for Non-Tobacco by Status and Type



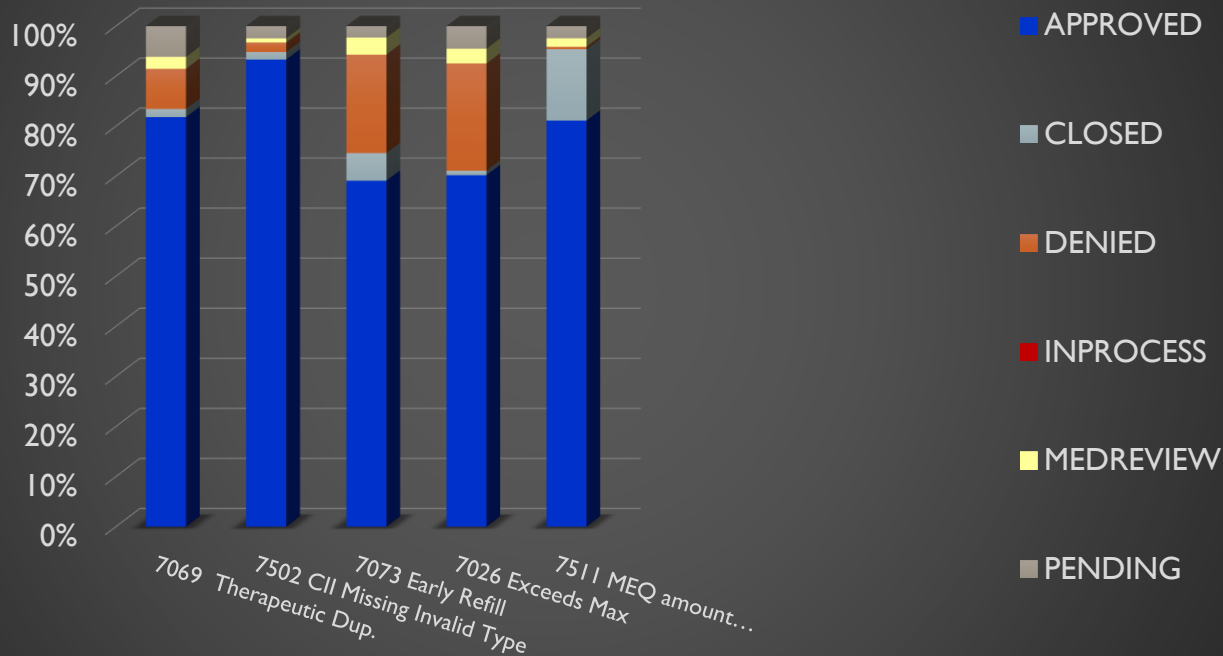
Percentages by Status for Tobacco and Auto-PA



MAY 2020 EDIT OVERRIDES

EO Status	7069 Ther.Dup	7502 CII Missing Invalid Type	7073 Early Refill	7026 Exceeds Max	7511 MME Exceeded
APPROVED	81.82%	93.32%	69.11%	70.20%	81.11%
DENIED	8.03%	1.91%	19.67%	21.44%	0.48%
PENDING	6.14%	2.45%	2.28%	4.51%	2.42%
Total EO's (including, Closed, Inprocess, and Medreview status)	1,595	734	615	443	413
% of TOTAL EO COUNT	33.77%	15.54%	13.02%	9.38%	8.74%

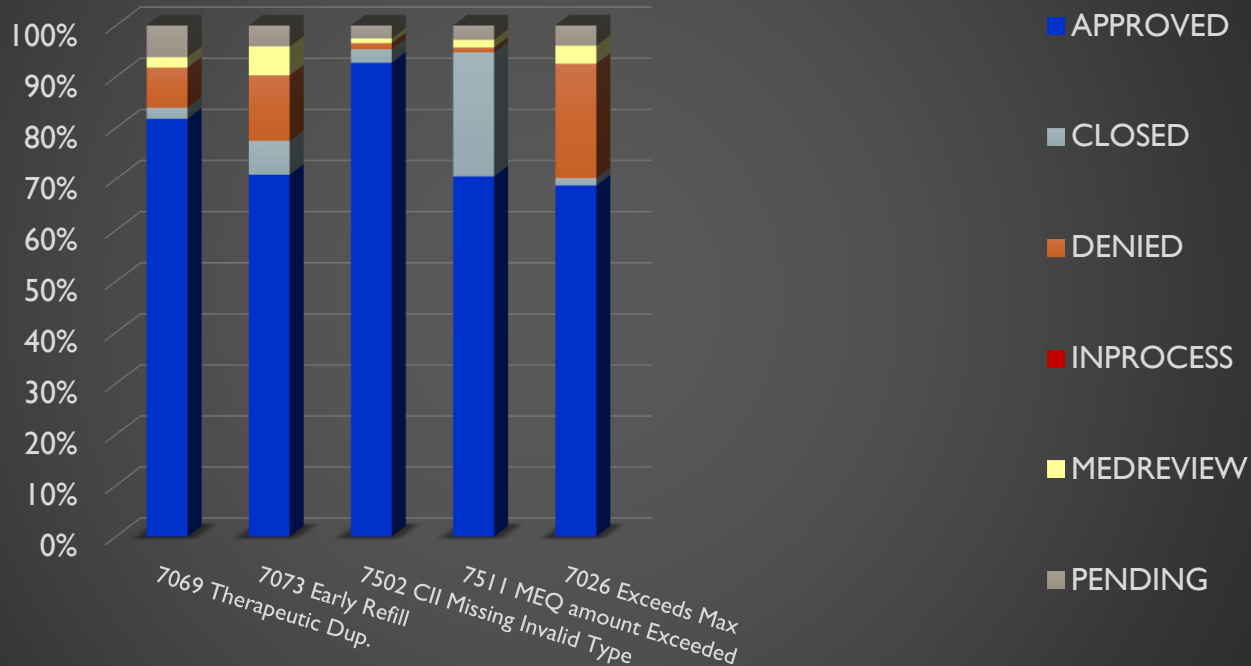
Edit Override Summary Chart



JUNE 2020 EDIT OVERRIDES

EO Status	7069 Ther.Dup	7073 Early Refill	7502 CII Missing Invalid Type	7511 MME Exceeded	7026 Disp > Exceeds Max
APPROVED	81.77%	70.85%	92.72%	70.52%	68.74%
DENIED	7.77%	12.82%	1.19%	0.93%	22.36%
PENDING	6.18%	4.08%	2.53%	2.80%	3.93%
Total EO's <small>(including, Closed, Inprocess, and Medreview status)</small>	1,892	710	673	536	483
% of TOTAL EO COUNT	36.14%	13.56%	12.86%	10.24%	9.23%

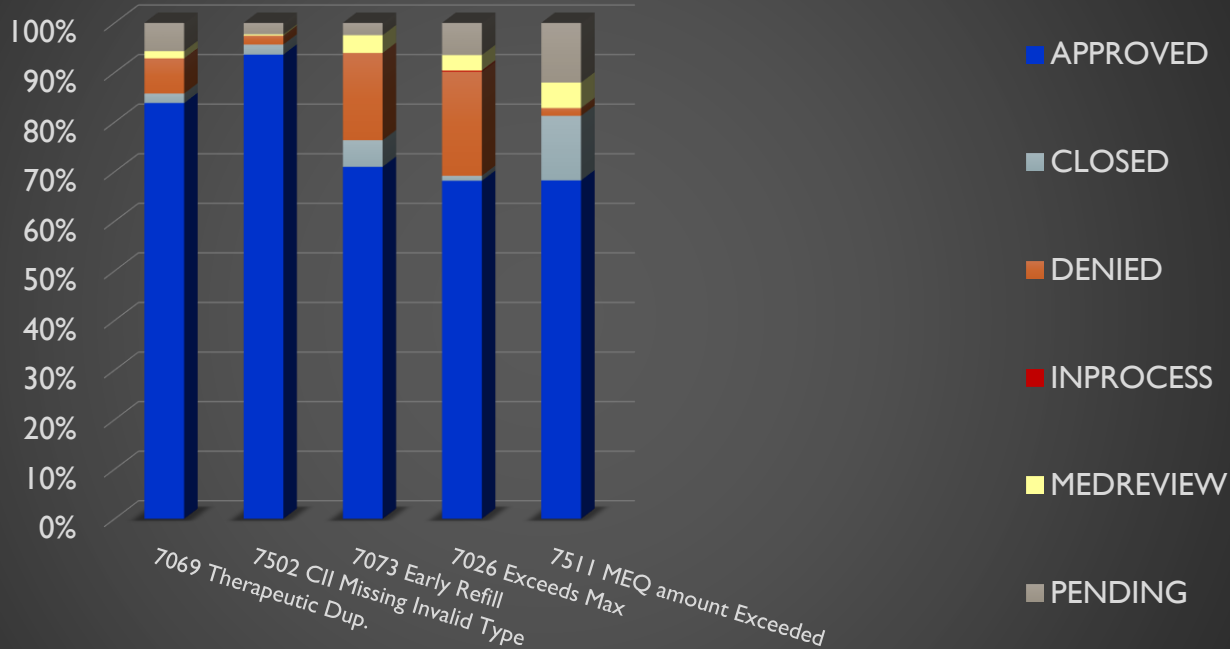
**Edit
Override
Summary
Chart**



JULY 2020 EDIT OVERRIDES

EO Status	7069 Ther.Dup	7502 CII Missing Invalid Type	7073 Early Refill	7026 Exceeds Max	7511 MME Exceeded
APPROVED	83.84%	93.61%	70.98%	68.17%	68.24%
DENIED	7.01%	1.77%	17.61%	21.02%	1.58%
PENDING	5.69%	2.31%	2.48%	6.48%	12.03%
Total EO's (including, Closed, Inprocess, and Medreview status)	1,968	735	727	509	507
% of TOTAL EO COUNT	35.33%	13.20%	13.05%	9.14%	9.10%

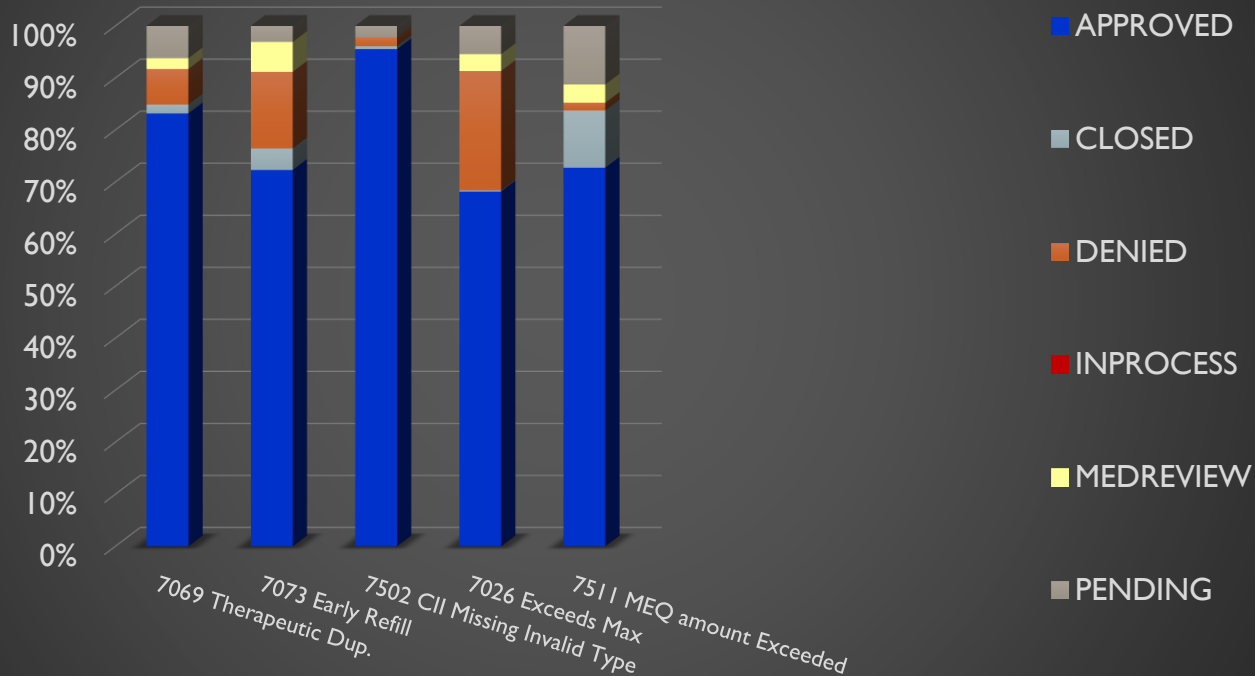
Edit Override Summary Chart



AUGUST 2020 EDIT OVERRIDES

EO Status	7069 Ther.Dup	7073 Early Refill	7502 CII Missing Invalid Type	7026 Disp > Exceeds Max	7511 MME Exceeded
APPROVED	83.19%	72.33%	95.54%	68.18%	72.75%
DENIED	6.84%	14.71%	1.67%	22.94%	1.50%
PENDING	6.20%	3.07%	2.23%	5.41%	11.25%
Total EO's <small>(including, Closed, Inprocess, and Medreview status)</small>	1,886	748	717	462	400
% of TOTAL EO COUNT	35.79%	14.19%	13.61%	8.77%	7.59%

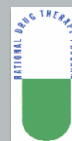
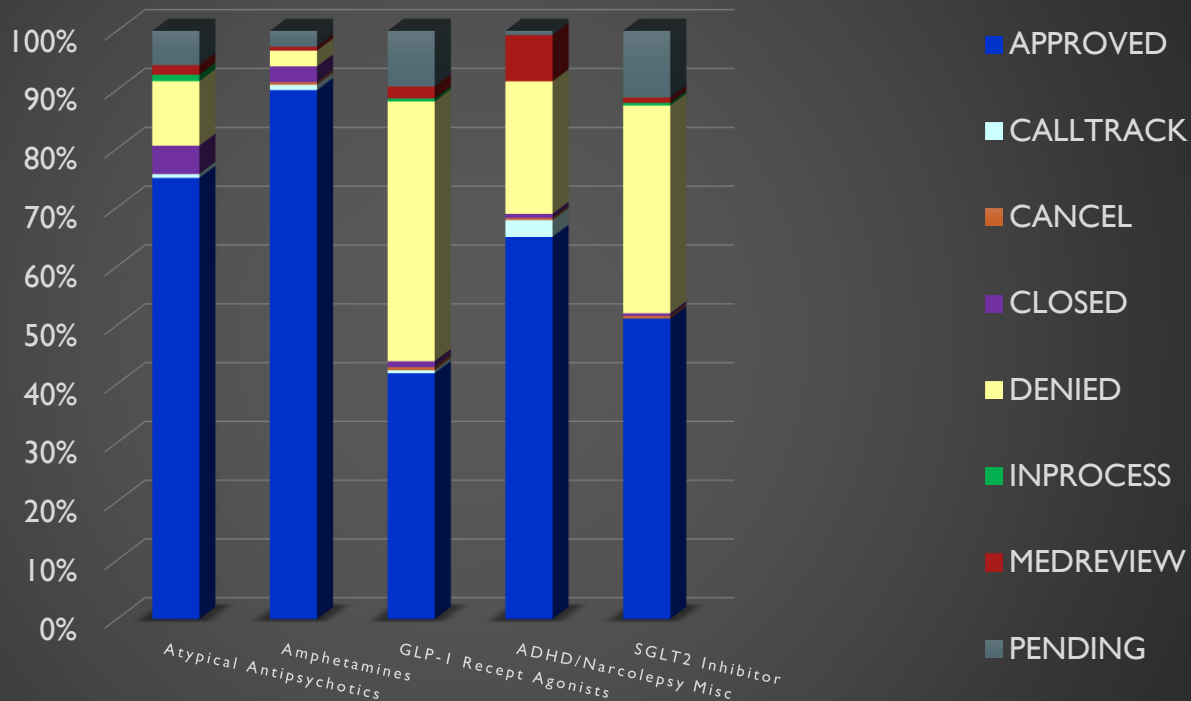
Edit Override Summary Chart



MAY 2020 PA STATS

EO Status	Atypical Antipsychotics	Amphetamines	GLP-I Receptor Agonists	ADD Agents Methylphenidates	SGLT-2 Inhibitors
APPROVED	75.03%	89.96%	41.84%	65.00%	51.13%
DENIED	10.95%	2.68%	44.13%	22.50%	35.29%
PENDING	5.81%	2.68%	9.44%	0.71%	11.31%
Totals (including Calltrack, Cancel, Closed, Inprocess, Medreview status)	913	448	392	280	221

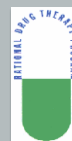
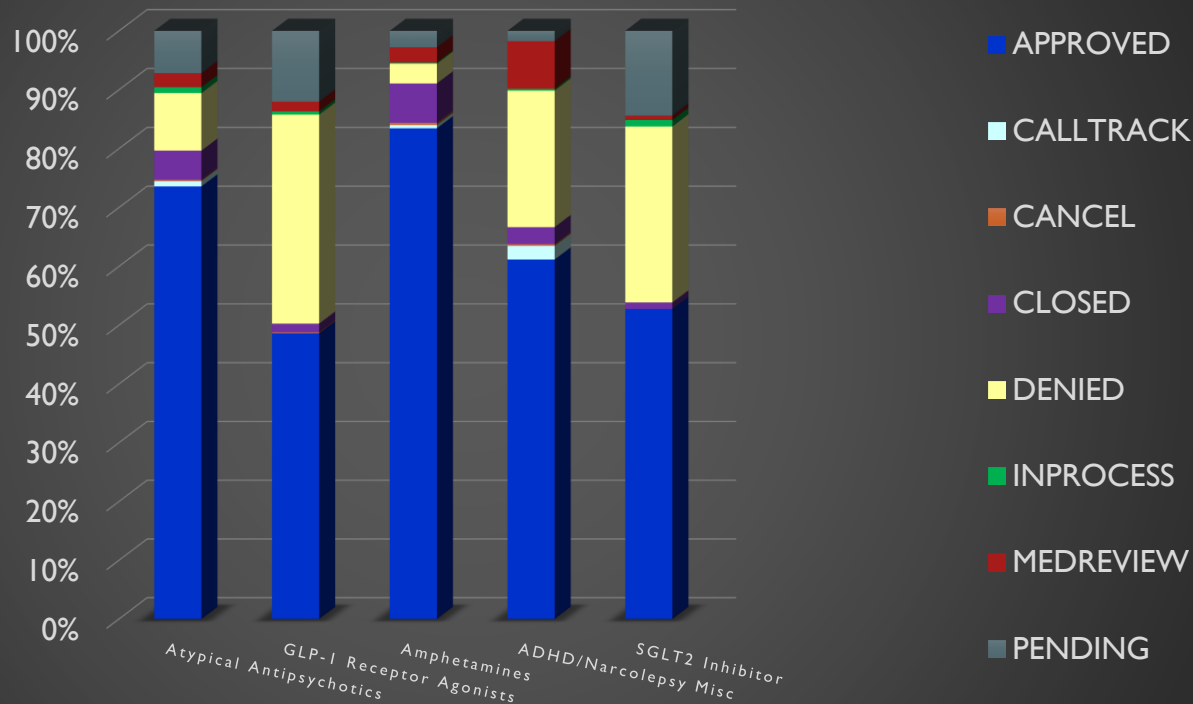
Prior Authorization Summary Chart



JUNE 2020 PA STATS

EO Status	Atypical Antipsychotics	GLP-I Receptor Agonists	Amphetamines	ADD Agents Methylphenidates	SGLT-2 Inhibitors
APPROVED	73.58%	48.61%	83.46%	61.16%	52.77%
DENIED	9.77%	35.49%	3.35%	23.19%	29.89%
PENDING	7.18%	12.01%	2.79%	1.74%	14.39%
Totals (including Calltrack, Cancel, Closed, Inprocess, Medreview status)	1,003	541	538	345	271

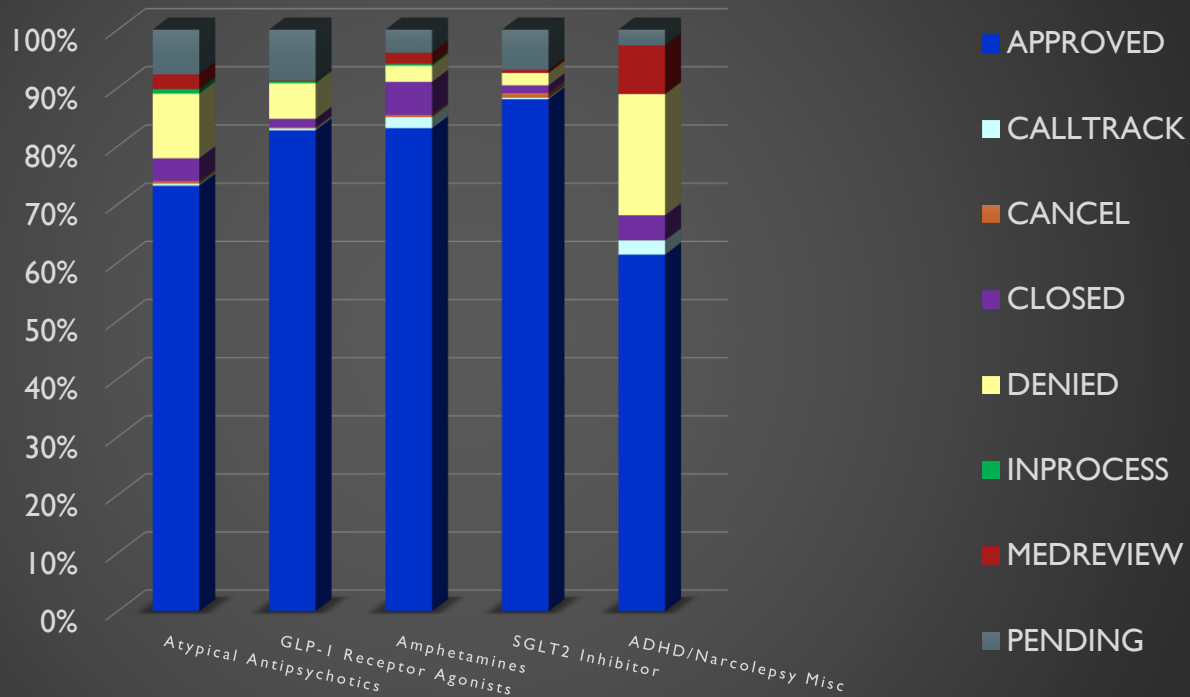
Prior Authorization Summary Chart



JULY 2020 PA STATS

EO Status	Atypical Antipsychotics	GLP-I Receptor Agonists	Amphetamines	SGLT-2 Inhibitors	ADD Agents Methylphenidates
APPROVED	73.19%	82.70%	83.07%	88.03%	61.35%
DENIED	11.09%	6.10%	2.76%	2.13%	20.81%
PENDING	7.69%	8.73%	3.97%	6.91%	2.70%
Totals (including Calltrack, Cancel, Closed, Inprocess, Medreview status)	1,145	607	579	376	370

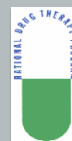
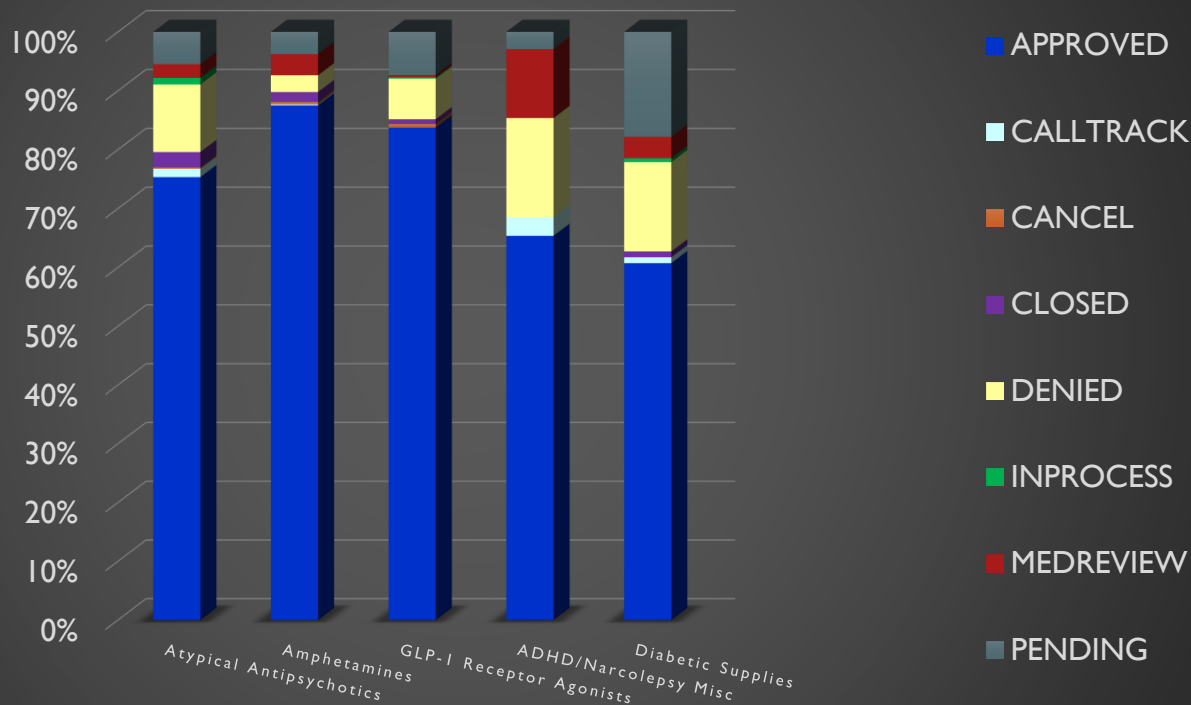
Prior Authorization Summary Chart



AUGUST 2020 PA STATS

EO Status	Atypical Antipsychotics	Amphetamines	GLP-I Receptor Agonists	ADD Agents Methylphenidates	Diabetic Suplies
APPROVED	75.33%	87.52%	83.74%	65.37%	60.73%
DENIED	11.47%	2.84%	6.91%	16.83%	15.18%
PENDING	5.48%	3.78%	7.32%	2.93%	17.82%
Totals (including Calltrack, Cancel, Closed, Inprocess, Medreview status)	985	529	492	410	303

Prior Authorization Summary Chart



PHONE CALL REQUEST TURNAROUND

May 2020

	Calls Handled	Avg Speed of Answer	Avg Queue Time	Avg Handle Time
Medicaid PA Line	5,812	0:13 sec	0:14 sec	2:59 min
DXC HelpDesk DUR Line	5,178	0:24 sec	0:25 sec	2:20 min

June 2020

	Calls Handled	Avg Speed of Answer	Avg Queue Time	Avg Handle Time
Medicaid PA Line	6,273	0:15 sec	0:16 sec	2:58 min
DXC HelpDesk DUR Line	5,601	0:20 sec	0:20 sec	2:16 min

July 2020

	Calls Handled	Avg Speed of Answer	Avg Queue Time	Avg Handle Time
Medicaid PA Line	6,892	0:26 sec	0:27 sec	3:01 min
DXC HelpDesk DUR Line	6,026	0:29 sec	0:30 sec	2:18 min

August 2020

	Calls Handled	Avg Speed of Answer	Avg Queue Time	Avg Handle Time
Medicaid PA Line	6,212	0:20 sec	0:20 sec	3:00 min
DXC HelpDesk DUR Line	5,730	0:30 sec	0:31 sec	2:18 min



NUMBER OF CONTACTS

	May 2020	June 2020	July 2020	August 2020
Less Than or Equal to 3 Notes Per Created EO-PA	95.93%	94.73 %	95.33%	96.49%

COVID – 19 CLAIMS

Month	Quantity of Filled Medications
March	11
April	3
May	1
June	2
July	1
August	1

THANK YOU

❖ Any Questions?